

NCH AREA 7 PANEL; 24 February 2009

MINUTES OF MEETING

1 Attendees

Panel members; Dave Bennett Bull (Tenant), Bill Smith (LARA),
Jenny Grant (Tenant), Elaine Graham (Tenant)

Elected members; None present

NCC staff; None present

NCH staff; Sue O'Connor (Tenants & Leaseholder Involvement Officer)
Ejaz Asghar (Housing Manager)

Apologies; Councillor Oldham, Councillor Morley, Gill Moy, Steve Pepper,
Benjamin Chilvers, John Riley, Val Schneider, Dawn Simpson,
Rosanne Hill

Agenda item no.		Action
2	The matter of low attendance was addressed by the chair who requested that the dates of future meetings are sent out with the next minutes. If any clash with other meetings and the majority of the members cannot attend then the Area Panel date should be altered.	
3	Minutes of last meeting Approved and seconded.	
4	Matters arising Item 5 – page 3 the issue of the closure of Southglade and Lenton Housing Offices there is no further update. Southglade is under a mile from Bestwood Housing Office which is why it has been selected there is concern over the closure of Lenton as there would be no option but to go to Hounds Gate. It was asked if a survey has been done to find out what the tenants want and also if consideration has been given to those people who depend on the office to pay not only their	

	<p>rent but also Council Tax.</p> <p>It was reported that Southglade Office pay Group 4 more to collect their takings than they actually take.</p> <p>The Chair asked that it be noted in the minutes that Area Panel 7 is concerned that these offices are reportedly closing.</p> <p>4 Audit Report and Implications</p> <p>£165 million has now been released for the Decent Homes Programme now that NCH has been awarded two stars with excellent prospects for improvement. The Chair stated that the good work and achievements need to continue and they should now be aiming for three stars.</p> <p>There as a short discussion on the decent homes program and it was explained that the programme is structured so that one area gets windows while another area will be having the internal work done.</p> <p>5 Rent Increases</p> <p>It was reported that NCH are looking for a 5% increase to be agreed by NCC for 2009/10. As it is understood that the Government has insisted on a 6.4% rent increase and if the councils do not implement it then the additional 1.4% has to be found in other areas which will mean some cuts in services.</p> <p>EA also gave distributed a handout prepared by Julie Crook Director of Finance, ICT and Governance on Rent Setting.</p> <p>The increase is due to be announced imminently.</p> <p>6. Financial Inclusion (deferred)</p> <p>7. Performance figures (February 2009)</p> <ul style="list-style-type: none"> • The statistics are given for all six Housing Offices across the city, although EA concentrated on the relevant figures for the area which are included with those for the Radford and Hyson Green Housing Office. • EA reported that they are trying to do more work on new tenancies to prevent any problems further down the line. • The percentage of New Tenancy Visits completed is causing most concern as it is only 60% which is below the city wide average of 83% • Introductory Tenancy reviews figures are 	<p>All to note</p> <p>BC</p>
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97% against the city wide average of **99%**

- EA stressed the importance of pre termination visits with figures of **55%** against a city wide average of **67.5%**
- The abandoned property procedures are being reviewed and the abandoned properties investigated within 2 days of report for the area **38.5%** against a city wide average of **74.8%**
- The average time to re let a property in the area is **46.8 days** which is below the city wide average of **50.3 days**
- The average number of offers to relet a property in the area is **1.68** which is also below the city wide average of **1.99**
- The percentage of properties let on first offer is **47.1%** which is above the city wide average of **51.1%**

It was suggested that the figures would be more beneficial if they were split down into types of property as there are virtually no 3 bed properties in Area 7. It was also requested that a spreadsheet be produced which reflects the percentages for Lenton Abbey and Wollaton only.

EA went no to report that the trend in rent collecting continues to rise with targets having been reached.

8. Environmental Issues

Area 7 is looking for an Environmental Scheme for 2009/10 but there is a difficulty in finding a scheme due to the low number of dwellings. Tim Shirley will be looking for suggestions at the next meeting as part of his remit.

Chair suggested that the Panel should go away as individuals and try to think of some schemes for their areas, there will probably be more issues to tackle on the Lenton Abbey estate than Wollaton East.

Wollaton Park play area the access from Sutton Passeys is in disrepair and not accessible for wheelchairs or pushchairs.

This has already been discussed at Area Committee but it does not come under Housing it is a Parks and Open Spaces.

It was asked as an Area panel what impact they could have on Parks and Open Spaces, the response was that it would have to go to Area Committee.

The overhanging hedges and dog fouling in Lenton

<p>9.</p> <p>10.</p> <p>11.</p>	<p>Abbey has been improved in the past 12 months but this needs to be maintained.</p> <p>Inadequate lighting in Wollaton was raised</p> <p>Some pathways are under disrepair i.e. Wollaton Vale and roads off, when contractors are in the area they break the pavements and destroy grass verges. Part of their contract should make good any pavements they destroy. This is an ongoing situation which has yet to be addressed.</p> <p>Local area round up and local issues</p> <p>There is going to be a week of action in Lenton Abbey week commencing 11th May the key themes are Children and Young People, Crime and Anti Social Behaviour, the Environment and Drugs and Health. This will be a multi agency approach to blitz the area.</p> <p>All tenants should have received details of the Housing Patch Managers now.</p> <p>There is a need to identify those tenants with disabilities etc so they can be helped to understand what is being sent to them. EA responded by stating that every tenant gets a visit as a new tenant and then every 2 years so the HPM can pick up any issues.</p> <p>Forward Planning</p> <p>The Chair asked for terms of reference for the Area panels to go out with the minutes and asked every one to go through it and prioritise on a score of 1 to 10.</p> <p>EA stated that they are looking at the Business Plan for Radford and they want to highlight the need for getting to know their customers with reference to;</p> <ol style="list-style-type: none"> 1) Tailoring the service to meet the needs of the customers 2) The overall distance of the area covered by the Mary Potter centre 3) All Housing Patch Managers are to get hand held technology to use when they are out and about on their patches. 4) EA asked if there is anything that people wanted added then to let him know and it will be considered. <p>Any Other Business</p> <p>The issue of double yellow lines on Sutton Passeys</p>	<p>EA</p>
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	<p>was raised and it was stated that there are plenty of people who live there who would be willing to give up their front gardens to have the road widened. Or as the disabled tenants still have to walk, so could front gardens be taken up to make driveways they would be happy to do it, but as there is no money in the budget they would have to pay for it themselves.</p> <p>If anyone wants to add items to the agenda for the next meeting please contact; Sue O'Connor on 0115 9157380 The aim is to make the Area Panel more pro active all items must fall within the remit of the terms of reference.</p> <p>Venue, time & date of next meeting</p> <p>Tuesday 21st April 2009 11am to 1pm at the Tenants Hall, Lenton Abbey,</p>	<p>SO</p>
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